Mitel Open Integration Gateway

An Open, Standards-Based "Web Services" Platform For Mitel Developers

Mitel® understands what it takes to help you address the communication needs of your customers.

Key Benefits

- Deliver a rich, unified communications experience
- Simple, rapid application development and support
- Mitel hosted virtual lab
- Mitel Solutions Alliance (MSA) program

We offer the opportunity to build and sustain your ability to demonstrate, to your customers, innovative business applications to enhance their resource optimization, automate communication processes, and improve business performance to drive revenue.

The Mitel Open Integration Gateway (OIG) is an open, standards-based "Web Services" platform that enables application development and integration with Mitel products. Together with the Mitel MiVoice Business, the Mitel Open Integration Gateway helps deliver seamless integration of unified communications and third-party business applications, enabling faster, more effective communications for your customers.

Deliver a rich, unified communications experience

Mitel helps businesses respond to real-world business challenges with a range of integration application programming interfaces (APIs) and middleware that facilitate unified communications and collaboration to improve productivity, minimize process latency, and improve business performance.

Mitel's broad API portfolio builds on native integrations, the Mitel Open Integration Gateway, a range of open and standalone Mitel interfaces, and pre-packaged third-party integrations, connectors, and plug-ins. Mitel integrations range from horizontal and vertically-focused integrations to partner integrations with Google®, Oracle®, SAP®, Microsoft®, Remedy® Sage®, and Salesforce.com®.

Mitel

Simple, rapid application development and support

Application developers can rapidly construct, test, and deploy feature-rich integrated voice and data applications for Mitel MiVoice Business communications platforms. Through an intuitive user interface, developers are provided a single, centralized point of access to MiVoice Business API Web Services, administrative capabilities, and networked software licensing. Application developers are free to choose a programming language, a software development environment, an operating system, and a hardware platform as their applications do not need to integrate or compile in any Mitel code. The Web Service model decouples the Open Integration Gateway software from the application – only the standards-based "Web Services Definition Language" (WSDL) files are needed.

Mitel Hosted Virtual Lab

Application developers can test drive Mitel's MiVoice Business API Web Services in a free, Mitel-hosted developer sandbox environment. The Mitel Hosted Virtual Lab offers a temporary, pre-configured virtual software instance with default databases to rapidly trial its capabilities. Simply download Mitel clients, softphones, WSDLs, documentation, and sample code from a centralized resource library. For businesses undertaking in-house application integration, Mitel offers a nocost, 60-day trial to evaluate the application development process.

Mitel Solutions Alliance program

Mitel Solutions Alliance (MSA) is a comprehensive program enabling a wide range of Third-Party Partners to successfully create and offer solutions that integrate and / or interoperate with Mitel's core business communications portfolio. Through MSA, thirdparty developers leveraging the Mitel Open Integration Gateway gain access to Mitel development tools, support, test resources, training, certification, and marketing channels needed to deliver quality integrated solutions to Mitel customers.

Comprehensive set of Call Control services

MIVOICE BUSINESS CALL CONTROL SERVICES

The Mitel Open Integration Gateway (OIG) provides Standard and Advanced MiVoice Business Call Control licensed Services.

The "Standard" feature set provides a rich suite of client / user / desktop-focused features required to meet the needs of a majority of Mitel developers and customers for Call Control application functionality, such as:

- *Screen Pop*
- *Click-to-Dial and Desktop / First-Party Call Control*
- *Basic CRM Integration*
- *Embedded Web Apps*

These Standard Call Control features allow an application to monitor and control the telephony activity of Mitel physical and logical devices (e.g., IP phones) connected to a MiVoice Business system. In effect, the Standard Call Control Service allows applications to automate manual end-user interactions with their MiVoice IP phones.

The "Advanced" feature set enables sophisticated contact center applications, including capabilities such as:

- *ACD path and agent functions*
- *Trunk, Group, Conference and MiVoice Business feature monitoring*
- *Third-party Call Control*
- *Contact Center CRM integration*

MIVOICE BUSINESS DATA ACCESS SERVICE

Mitel OIG includes Data Access API Services on MiVoice Business. The OIG Data Access Service provides a generic SQL-like interface, enabling applications to read and get change notifications on MiVoice Business configuration data related to Mitel physical and logical devices including IP phones, Personal Ring Groups and line appearances on multi-line phones. The Data Access Service allows applications to retrieve and in some cases update essential MiVoice Business data, including:

- *User Data*
- *Group Data*
- *MiVoice Business System Data & version control*
- *Receive and maintain data change notifications from MiVoice Business, and provide data change notification to applications.*

FLEXIBLE, OPEN DEVELOPMENT ENVIRONMENT

The Standard MiVoice Business Call Control API service is based on Web Service Definition Languages (WSDLs). The service uses SOAP and XML or REST/JSON over https; as a result, applications do not require additional Mitel software to communicate with the Open Integration Gateway, nor do they need to compile in any Mitel code. Application developers are free to choose their own programming language, software development environment, operating system, and hardware platform.

SINGLE COMMUNICATION SESSION ACROSS MULTIPLE MIVOICE BUSINESS

Once the Open Integration Gateway (OIG) initiates a communication session, and authenticates and authorizes the third-party application, it provides the application with a single communication session to access all the MiVoice Business solutions in a system cluster. The Mitel Open Integration Gateway can communicate with a single deployment of the MiVoice Business solution or a MiVoice Business solution cluster. When there are more than two deployments of the MiVoice Business solution that need to communicate with each other, the multiple MiVoice Business solutions must be configured in a cluster.

CLOUD-BASED APPLICATIONS

The OIG software runs on our robust Mitel Standard Linux (MSL) operating system. The software can be deployed as a Mitel MSL blade or as a virtual appliance. The OIG enables seamless integration of MiVoice Business with such cloudbased applications as Google, Microsoft Office 365, and Salesforce.com.

Technical specifications

LANGUAGES SUPPORTED

English

HARDWARE REQUIREMENTS

Physical OIG Deployments	OIG is available for use on hardware listed on the Mitel Hardware Compatibility List / approved hardware platforms. Refer to the MSL section of the Mitel Product Documentation portal (Mitel eDocs) for the latest hardware list and documentation.
Virtual OIG Deployments	Refer to the Virtual Appliance Deployment Guide on the Mitel Product Documentation portal (Mitel eDocs) for hardware and other VMWare requirements

SOFTWARE REQUIREMENTS

Client Station Support	Administrators access the OIG using a web browser (e.g., Google Chrome™, Microsoft Internet Explorer®) supported on the following operating systems: Windows® 8, Windows® 7 Professional, Ultimate, and Enterprise (both 32- and 64-bit versions), Windows XP Professional, and Windows Vista Business and Ultimate.
Virtual OIG	VMware vSphere™ 5.X standalone (single ESXi hypervisor) or Managed (by vCenter™ Server) modes.
OIG Platform Sharing and Clustering	Multiple applications can connect to a single OIG, and the OIG can connect to one or more MiVoice Business solutions. If more than one, the MiVoice Business solutions must be in one cluster (i.e., the OIG can only connect to one MiVoice Business cluster). The OIG itself cannot be clustered.
License Sharing	Mitel OIG Call Control Service licensing is managed via the Mitel Applications Management Center (AMC), and shared across all applications connected to the OIG. Licensing is not shared among multiple OIGs.
Network	OIG requires internet connectivity for authentication and AMC licensing access

SUPPORTED MITEL PLATFORMS

Mitel Standard Linux (MSL)	Release 10.3; server-only configuration. OIG does not support MSL in servergateway, network edge, or DMZ configurations.
MiVoice Business Software	Release 7.2
MiVoice Business Platforms	Mitel 3300 MXe, 3300 CX II, and 3300 CXi II controllers, MiVoice Business on Industry Standard Servers, Multi-Instance deployments of MiVoice Business (R2.0 SP1), and virtual deployments of MiVoice Business.
Co-residency	One OIG per MSL server; co-residency of OIG software with other applications is not supported.
Location	OIG must be co-located with MiVoice Business or the MiVoice Business cluster in the enterprise LAN or vLAN. Note: MiVoice Business resiliency is supported
Resiliency	OIG supports MiVoice Business IP Resiliency. The OIG itself is not resilient.

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System capacities

System capacities and performance levels are dependent upon the type of Open Integration Gateway (OIG) hardware platform, the number of applications using the OIG, and the number of MiVoice Business solutions supported in a cluster. Please refer to System Capacities, Performance, and Constraints in the Mitel Open Integration Gateway (OIG) Engineering Guidelines for details.